

**PHILIPPINE GAMING INDUSTRY SCORECARD
ENTERTAINMENT CITY LICENSEES
2nd Quarter 2016**

COMPONENT			2016	TOTAL	2 nd Qtr		
Objective/Measure	Formula	Weight	Target		Rating		
SOCIAL IMPACT	SO1 Increase Contribution to Nation Building Efforts						
	SM1	% of collected Cultural Heritage Foundation Fund (CHFF) allocated with approved concept to previous year-end balance	Amount allocated / total collection	12%	40% in June; 70% by December	71.77%	12%
	SM2	% of local hires to total hires	Local hires / total hires	8%	95%	97.40%	8%
		Sub-total		20%			20%
CUSTOMER	SO2 Ensure a Conducive Business Environment within a Level Playing Field						
	SM 3	No. of legitimate complaints of customers elevated to PAGCOR	Absolute Number	4%	0	0	4%
	SM 4	% compliance to health and safety requirements	Number of health and safety requirements undertaken/Number of required health & safety	8%	100%	100.00%	8%
	SM 5	% of security staff with 3 years employment who received security training	Number of security staff with security training/Total Number of Security staff with 3 years of employment	4%	100%	100.00%	4%
	SM 6	Licensee satisfaction index	Average score on a scale from 1 to 5, 5 being the highest	4%	3	Survey form drafted	4%
		Sub-total		20%			20%

**PHILIPPINE GAMING INDUSTRY SCORECARD
ENTERTAINMENT CITY LICENSEES
2nd Quarter 2016**

COMPONENT				2016 Target	TOTAL	2 nd Qtr Rating	
Objective/Measure	Formula	Weight					
COMPLIANCE	SO3	Strengthen Compliance of Licensees to the Regulatory Manuals					
	SM 7	% of notification forms (NF) submitted on time to PAGCOR Notification forms: 1. Installation of additional gaming tables and EGMS 2. Electronic Gaming Machines Game Conversion 3. Marketing Promotion Form	No. of NFs submitted on time / Total NFs	15%	100%	100%	15%
	SM 8	% of Entertainment City Licensees' employees (in casino operations) with a valid gaming employment license (GEL) issued by PAGCOR	No. of new hires and existing employees with GEL / total no. of employees in casino operations	15%	100%	99.25%	14.89%
	SM 9	% of approved gaming tables capacity installed	Number of gaming tables installed / Number of approved gaming tables capacity	15%	<= 100%	66.55%	15%
	SM 10	% of approved EGM installed	Number of EGMs installed / Number of approved EGMs capacity	15%	<= 100%	86.84%	15%
		Sub-total		60%			59.89%
	TOTAL		100%			99.89%	

Prepared by:


FATIMA ANNE S. JORDAN
Senior Regulatory Officer

Checked by:


MA. JESSICA T. ARAMBULO
Senior Manager

Noted by:


MA. PERPETUA THERESA G. FLOR
Officer-in-Charge